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ENDORSED  
FILED  
*San Francisco County Superior Court*

AUG 08 2019

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8 **SUPERIOR COURT OF THE STATE OF CALIFORNIA**

9 **COUNTY OF SAN FRANCISCO**

10 JENNIFER HARDIN, an individual,

Case No. **CGC-19-578280**

11 Plaintiff,

**COMPLAINT FOR DAMAGES AND  
DEMAND FOR JURY TRIAL**

12 v.

13 LYFT, INC.; a Delaware Corporation; and  
14 DOES 1 through 50, Inclusive,

15 Defendants.

1. **GENERAL NEGLIGENCE**
2. **NEGLIGENT HIRING, RETENTION,  
AND SUPERVISION**
3. **COMMON CARRIER NEGLIGENCE**
4. **NEGLIGENT FAILURE TO WARN**
5. **VICARIOUS LIABILITY FOR SEXUAL  
ASSAULT**
6. **VICARIOUS LIABILITY FOR SEXUAL  
BATTERY**
7. **INTENTIONAL MISREPRESENTATION**
8. **NEGLIGENT MISREPRESENTATION**
9. **NEGLIGENT INFILCTION OF  
EMOTIONAL DISTRESS**
10. **BREACH OF CONTRACT**
11. **PUNITIVE DAMAGES**

23  
24 Plaintiff JENNIFER HARDIN ("Plaintiff") alleges causes of action against LYFT, INC.  
25 ("LYFT"), a corporation with its principal place of business in San Francisco, California, and  
26 DOES 1 through 50, inclusive, and each of them, and complains and alleges as follows:

27 **FACTUAL OVERVIEW OF ALLEGATIONS**

28 1. LYFT is a transportation company headquartered in San Francisco, California and

1 is one of the fastest growing companies in the United States. At least as early as 2015, LYFT  
2 became aware that LYFT drivers were sexually assaulting and raping female passengers. Since  
3 2015, sexual predators driving for LYFT have continued to assault and rape LYFT's female  
4 passengers. For four years, LYFT has known of the ongoing sexual assaults and rapes by LYFT  
5 drivers upon LYFT passengers. Complaints to LYFT by female passengers who have been  
6 attacked by LYFT drivers, combined with subsequent criminal investigations by law enforcement,  
7 clearly establish that LYFT has been fully aware of these continuing attacks by sexual predators  
8 driving for LYFT.

9       2.       LYFT's response to this sexual predator crisis amongst LYFT drivers has been  
10 appallingly inadequate. LYFT continues to hire drivers without performing adequate background  
11 checks. LYFT continues to allow culpable drivers to keep driving for LYFT. And, perhaps most  
12 importantly, LYFT has failed to adopt and implement reasonable driver monitoring procedures  
13 designed to protect the safety of its passengers. As a consequence, LYFT passengers continue to  
14 be victims of sexual assaults and rapes by LYFT drivers.

15       3.       On or about July 14, 2017, Plaintiff was sexually assaulted and battered by a LYFT  
16 driver while the driver was driving for LYFT. These events have had a debilitating effect on  
17 plaintiff. The trauma of the sexual assault and battery caused and continues to cause pain and  
18 suffering and has had a detrimental impact on plaintiff's life and well-being. Unfortunately, there  
19 have been many other sexual assault victims who like Plaintiff, have been attacked and  
20 traumatized after they simply contracted with LYFT for a safe ride home.

21       4.       Passengers pay LYFT a fee in exchange for safe passage to their destination.  
22 LYFT's public representations state that "safety is our top priority" and "it is our goal to make  
23 every ride safe, comfortable and reliable". Sadly, LYFT's priority is not passenger safety. Profits  
24 are LYFT's priority. As a result, Plaintiff and other female passengers continue to be attacked by  
25 sexual predators driving for LYFT.

26       5.       When faced with this sexual predator crisis, there are a number of potential safety  
27 procedures that a reasonable transportation company would implement in order to address this  
28 dangerous situation. Yet, LYFT corporate management has failed to implement the most obvious

1 and straightforward safety procedures in order to address the growing problem of sexual assault by  
2 those LYFT drivers who are sexual predators.

3       6.      Corporate decision-making with respect to passenger safety issues is centered at  
4 LYFT's corporate headquarters in San Francisco. Decisions with respect to the vetting of LYFT  
5 drivers and the supervision of LYFT driver's *vis a vis* the safety of its passengers are made and  
6 implemented in its San Francisco headquarters. LYFT's contract with LYFT customers specifies  
7 that the agreement should be governed by California law.

8       **INADEQUATE SAFETY PRECAUTIONS AND INADEQUATE SCREENING**

9       7.      Even today, the hiring of LYFT drivers occurs without any real screening.  
10 Potential drivers merely fill out a form online. There is no interview either in person or through  
11 online Skype. There is no adequate background check and no biometric fingerprinting. Almost  
12 all online applicants become drivers. Once a LYFT applicant becomes a driver, LYFT fails to  
13 utilize its own technology, including in car cameras and GPS tracking, to ensure that drivers keep  
14 the camera running during the entire ride and that the driver remains on course to the passenger's  
15 destination. LYFT does not have a zero-tolerance policy for sexual misconduct and has allowed  
16 drivers who have been reported for misconduct to continue driving. LYFT does not require non-  
17 harassment training, nor does it adequately investigate passenger complaints of sexually  
18 inappropriate behavior or serious sexual assaults. Shockingly, a chatroom of rideshare drivers  
19 exists where they openly discuss and brag about the access that they have to "hot" young women.  
20 Notwithstanding LYFT's history of hiring sexual predator who have assaulted LYFT passengers,  
21 and notwithstanding the obvious and open subculture of LYFT drivers who harbor a sexual  
22 motivation for driving young female passengers, LYFT does nothing to warn its female  
23 passengers about this very serious and real danger.

24       **LYFT'S FINANCIAL MODEL**

25       8.      The key to LYFT's business model is getting as many new LYFT drivers on the  
26 road as possible. The more drivers, the more rides, the more money LYFT makes. Unfortunately,  
27 more careful screening and supervision would result in fewer drivers and lower profits.

28       9.      LYFT also has a high turnover among its drivers because they are not well paid and

1 often move on to other jobs. As a result, and in order to keep the number of drivers on the road at  
2 a maximum level, LYFT's business model is designed to accept as many new drivers as possible  
3 and to keep as many existing drivers working for LYFT as possible. Unfortunately, LYFT  
4 prioritizes profits over passenger safety. That is why LYFT corporate management has made  
5 deliberate decisions to adopt inadequate initial screening procedures, inadequate safety  
6 monitoring, and has failed to warn passengers of the dangers of riding with LYFT.

7 **LYFT's CONTROL OVER ITS DRIVERS**

8 10. LYFT exercises significant control over its drivers. LYFT executives set all of the  
9 fare rates. Drivers have no input on the fares charged and no ability to negotiate fares with  
10 customers. Fees are standardized based on mileage and or ride time, similar to taxis.

11 11. LYFT collects a percentage fee for every ride. LYFT does not charge drivers a fee  
12 to become a LYFT driver and LYFT does not charge drivers to use the LYFT App.

13 12. LYFT drivers are prohibited from answering passenger inquiries about booking  
14 rides outside of the LYFT App.

15 13. LYFT has the power to terminate drivers with or without cause.

16 14. LYFT drivers are expected to accept all ride requests while they are logged into the  
17 App. Drivers who reject or cancel too many ride requests risk facing discipline, including  
18 suspension or termination.

19 15. LYFT provides its drivers with and requires them to use and display LYFT  
20 branding materials in order to make their drivers easily identifiable as LYFT drivers.

21 16. LYFT also allows for passengers to provide comments to LYFT regarding their  
22 experience with the LYFT driver. These comments are not shared with other passengers.  
23 Passengers are not provided with any information regarding their driver other than a photograph,  
24 and other basic information about the car. Passengers are not informed about prior complaints  
25 concerning particular drivers.

26 17. Within the app, LYFT does not tell passengers whether their comments regarding  
27 drivers are shared with drivers, resulting in a ride share culture where passengers are fearful that  
28 giving honest negative feedback could negatively impact their passenger star rating – or result in

retaliation from the driver.

## **NO MONITORING OF RIDES**

18. Given LYFT's knowledge of the sexual assaults and rapes of its passengers by LYFT drivers, the company should have implemented a monitoring system in order to protect its passengers. As a technology company with access to a state-of-the-art in-app tracking system, as well as a camera within the required mobile device, LYFT could take the following steps towards the elimination of the sexual assaults by LYFT drivers:

- Adopt a zero-tolerance policy for improper conduct and inform all drivers of the policy;
- Maintain a surveillance camera and rules requiring its continuing operation during all rides;
- Inform drivers that if they turn off the surveillance system during a LYFT ride, they will never drive for LYFT again;
- Inform their drivers that they may not leave the car and accompany a passenger to their home or to any other location outside the vehicle, other than to provide temporary and time-limited assistance to a passenger;
- Modify the functionality of the app so that LYFT can determine immediately if a driver deviates from these protocols;

19       19. The ongoing sexual attacks by LYFT drivers are and have long been known to  
20 LYFT. Prior to Plaintiff's sexual assault and battery, LYFT has known that a consequence of its  
21 business model has been exposing women, who are using the business for a safe ride home after a  
22 night of drinking, to drivers that may take advantage of their vulnerable position. Despite being a  
23 company that holds itself out to the public as being engaged in the safe transportation of its  
24 passengers from place to place for compensation, LYFT has failed to take any reasonable  
25 precautions to attempt to prevent harm to its passengers.

26        20. At the time of the actions alleged in this complaint LYFT was aware of the  
27 established occurrence of sexual assault of its female passengers by its drivers but failed to take  
28 any reasonable action to protect its passengers from these assaults and violations.

## MISREPRESENTATIONS AS TO SAFETY

2        21. In addition to inadequate background check procedures, LYFT affirmatively induces  
3 passengers, particularly young, unaccompanied, intoxicated, and/or vulnerable women, to use its  
4 services with the expectation of safety, while LYFT simultaneously knows that sexual abuse of its  
5 passengers has been prevalent.

6        22. In February 2015, LYFT’s website posted a blog post announcing it had partnered  
7 with It’s On Us, an anti-sexual assault initiative, and offered free ride credits for new Lyft  
8 passengers during the Spring Break season, “making it easier to get a safe ride home even if  
9 you’re in a new city.” In November 2016, LYFT’s website posted a blog post entitled “Get Home  
10 Safely with Lyft,” again touting its partnership with It’s On Us, and offering college students free  
11 LYFT rides so that they “don’t need to worry about finding a safe ride after going out.” The  
12 insinuation of these articles is that LYFT prevents, and does not create, the risk of sexual assault.  
13 Nowhere on LYFT’s website does LYFT discuss the occurrence or risk of sexual assault by  
14 LYFT’s drivers. As a result, many women, like Plaintiff, enter LYFT cars unaccompanied and  
15 after drinking with the expectation that they will not be harassed, propositioned, kidnapped,  
16 attacked, stalked, raped, or worse, by LYFT’s drivers.

17       23.    Further, LYFT does not report statistics about sexual harassment or sexual assault  
18 by its drivers. LYFT does not disclose its policies or procedures on dealing with sexual assault by  
19 its drivers. LYFT does not properly train its customer service representatives on how to deal with  
20 serious allegations of driver misconduct. As a result, passengers who report sexual abuse by a  
21 driver have been later matched with the same driver, and dangerous drivers continue to drive with  
22 LYFT and assault passengers while LYFT profits from their actions. At the time of Plaintiff's  
23 sexual assault and battery, LYFT's guidelines for their drivers made no mention of sexual  
24 harassment or assault guidelines.

24. In short, LYFT fails to follow reasonable safety procedures and intentionally  
25 induces passengers to use LYFT's services while in a vulnerable state. As a result, Plaintiff and  
26 women like her are attacked, sexually assaulted, and raped by LYFT's drivers.  
27

## **LYFT'S BACKGROUND CHECKS**

2 25. LYFT relies on a quick, name-based background check process to screen its  
3 applicant drivers and has continuously refused to adopt an industry-standard, fingerprint-based  
4 background check qualification process.

5        26. LYFT's background check process requires drivers to submit personal identifiers  
6 (driver's license and social security number) through an online webpage. LYFT, in turn, provides  
7 this information to third party vendors to perform a basic, name-based background check.

8        27. Neither LYFT nor the third-party vendors it uses for background checks verifies  
9 that the information provided by applicants is accurate or complete. The turnaround time for a  
10 LYFT background check is typically between 3-5 days.

11        28. The difference between name-based background checks and fingerprint-based  
12 background checks is significant. While a name-based background check searches the applicant's  
13 reported name against various databases and compares records that have the same name, a  
14 fingerprint-based background check (or biometric check) uses the fingerprints of the individual to  
15 match against a law enforcement database, comparing records that have the same print, even if the  
16 names are different.

17        29. For example, most prospective taxi drivers are required by the taxicab companies to  
18 undergo criminal background checks that require the driver to submit fingerprints through a  
19 technology called “Live Scan.” The fingerprint images are used to automatically search against all  
20 other fingerprint images in government criminal record databases, including databases maintained  
21 by state law enforcement and the Federal Bureau of Investigation (FBI). The FBI’s database  
22 includes criminal record information from all 50 states, including sex offender registries. If a  
23 person has a criminal history anywhere in the U.S., it will register as a match.

24       30.    Fingerprints are not only a highly accurate way to confirm an individual's identity,  
25 they are also universally used among state and federal government agencies. This allows for the  
26 highest levels of information-sharing among all relevant agencies – an element that is lacking  
27 when fingerprints are not used to verify identities.

31. Because of the unique identifying characteristics of fingerprints, the Live Scan

1 process provides assurance that the person whose criminal history has been run is, in fact, the  
2 applicant. This would ensure that a convicted rapist or sexual predator could not use a false  
3 identification to become a LYFT driver.

4       32. Name-based background checks, on the other hand, are limited and not easily  
5 shared among the appropriate authorities. These name-based criminal background checks are  
6 performed on publicly available databases and records from county courthouses, which are not  
7 linked to each other and typically, do not go back past seven years. Because the FBI database is  
8 not accessed, there is no true national search performed, making these searches incomplete,  
9 limited and inaccurate.

33. Name-based background checks present systematic, fundamental problems. First,  
there is no way to positively identify a person via a biometric indicator, increasing the likelihood  
of fraud. Likewise, because names, addresses and birthdays are not unique, the likelihood of false  
positives (a person linked in error with another's record) and false negatives (someone getting  
cleared when they should not) are greatly increased. For example, if an individual changes her  
name, or for some other reason has a criminal history under a different name, the name-based  
checks can miss the individual's criminal history.

17 34. LYFT has refused to adopt fingerprint-based biometric checks and has in fact spent  
18 millions of dollars lobbying against local regulations requiring these checks.

19       35. Despite advertising to passengers that “Your safety is important” and “Safety is our  
20 top priority,” LYFT’s background check process is designed for speed, not safety. In refusing to  
21 adopt reasonable safety procedures, LYFT makes clear that its priority is profit, not passenger  
22 safety.

## THE SEXUAL ASSAULT UPON PLAINTIFF

24       36. On or about the evening of July 14, 2017, Plaintiff went out with a friend in  
25 Washington D.C. At the end of the night, Plaintiff's friend, Naymat Chaudhary, ordered her a ride  
26 to her sister's apartment in Centreville, Virginia, where she was staying prior to moving into her  
27 own apartment in Virginia. Plaintiff's friend used the LYFT application in order to get Plaintiff  
28 there safely.

1       37.     The LYFT application assigned the ride to "Shahid" ("LYFT DRIVER"), who  
2 drove Plaintiff to her sister's apartment.

3       38.     Almost immediately upon entering the car, LYFT DRIVER began asking  
4 personally invasive questions and sexually harassing Plaintiff. In an attempt to get him to stop,  
5 Plaintiff lied to LYFT DRIVER, telling him she had a husband and even going as far as to call two  
6 separate male friends and pretend these were calls with her husband. However, this did not deter  
7 LYFT DRIVER and his disturbing and harassing conduct continued for the duration of the ride.

8       39.     As they approached Plaintiff's destination, she told LYFT DRIVER to stop at a  
9 different building, in order to keep him away from her sister's residence. Plaintiff was reaching for  
10 her bags in order to exit the vehicle when LYFT DRIVER reached back to where Plaintiff was  
11 sitting and grabbed her thigh. Plaintiff immediately pushed his hand off and yelled at him, asking  
12 him what he was doing. She was intent on escaping the vehicle, though, so she grabbed her  
13 backpack and purse, and while she had one hand occupied with her things and the other on the  
14 door handle, LYFT DRIVER pushed his hand between Plaintiff's legs, pulled her underwear out  
15 of the way, and grabbed at her genitalia without her consent. Plaintiff feared for her safety and was  
16 terrified he might drive off with her in the car and do worse. Plaintiff was able to escape the  
17 vehicle and fled from him

18       40.     LYFT DRIVER'S groping actions were so forceful that they left bruises on her  
19 legs, which Plaintiff documented the next day. Defendant LYFT collected and retained a fee for  
20 the LYFT trip that resulted in the sexual assault and battery of Plaintiff.

21       41.     By failing to take reasonable steps to confront the problem of multiple rapes and  
22 sexual assaults of LYFT passengers by LYFT drivers, LYFT has acted in conscious disregard of  
23 the safety of its passengers, including Plaintiff, and has breached its duty of reasonable care and  
24 has breached the implied and express covenants arising from its contract with its passengers.

25       42.     LYFT is legally responsible for the harm to Plaintiff under a number of legal  
26 theories including vicarious liability for the intentional acts of its employees, basic negligence for  
27 failing to act with reasonable care when faced with multiple and ongoing attacks by its drivers,  
28 breach of the non-delegable duty of a transportation company to provide safe passage to its

1 passengers, punitive damages for the conscious disregard of the safety of its female passengers,  
2 intentional and negligent misrepresentations and breaches of contract, and express and implied  
3 covenants arising out of its commercial contracts with its passengers, including Plaintiff.

4 **PARTIES**

5 43. Defendant LYFT (“DEFENDANT”) is a Delaware Corporation with its principal  
6 place of business at 185 Berry Street, San Francisco, California. San Francisco is the center of  
7 Corporate decision-making with respect to the hiring and supervision of LYFT drivers, safety  
8 precautions, passenger safety, as well as decision-making with respect to LYFT’s response to the  
9 ongoing sexual attacks upon LYFT passengers.

10 44. Plaintiff, an adult woman and current resident of Alabama, was a LYFT passenger  
11 who was sexually assaulted and battered by the LYFT driver who drove her to her home at the  
12 time in Centreville, Virginia on the night of July 14, 2017.

13 45. The true names and capacities, whether individual, plural, corporate, partnership,  
14 associate, or otherwise, of DOES 1 through 50, inclusive, are unknown to Plaintiff who therefore  
15 sues said Defendants by such fictitious names. The full extent of the facts linking such fictitiously  
16 sued Defendants is unknown to Plaintiff. Plaintiff is informed and believes, and thereon alleges,  
17 that each of the Defendants designated herein as a DOE was, and is, negligent, or in some other  
18 actionable manner, responsible for the events and happenings hereinafter referred to, and thereby  
19 negligently, or in some other actionable manner, legally caused the hereinafter described injuries  
20 and damages to Plaintiff. Plaintiff will hereafter seek leave of the Court to amend this Complaint  
21 to show the Defendants' true names and capacities after the same have been ascertained.

22 46. Plaintiff is informed and believes, and on that basis alleges, that at all times herein  
23 mentioned, each of the defendants herein was the agent, servant, licensee, employee, assistant,  
24 consultant, or alter ego, of each of the remaining defendants, and was at all times herein  
25 mentioned acting within the course and scope of said relationship when Plaintiff was injured as set  
26 forth herein. Plaintiff is informed and believes that each and every defendant, when acting as a  
27 principal, was negligent in the selection, hiring, supervision or retention of each and every other  
28 defendant as an agent, servant, employee, assistant, or consultant. Plaintiff is further informed and

1 believes, and thereon alleges, that at all times herein mentioned, each business, public entity or  
2 corporate employer, through its officers, directors, supervisors and managing agents, and each  
3 individual defendant, had advance knowledge of the wrongful conduct, psychological profile, and  
4 behavior propensity of said agents, servants, licensees, employees, assistants, consultants, and  
5 alter egos, and allowed said wrongful conduct to occur and continue to occur, thereby ratifying  
6 said wrongful conduct, and, after becoming aware of their wrongful conduct, each public entity,  
7 and corporate defendant by and through its officers, directors, supervisors and managing agents,  
8 and each individual defendant, authorized and ratified the wrongful conduct herein alleged.

9       47. Defendants are liable for the acts of each other through principles of *respondeat*  
10 *superior*, agency, ostensible agency, partnership, alter-ego and other forms of vicarious liability.

#### **JURISDICTION AND VENUE**

12       48. The San Francisco Superior Court has jurisdiction over LYFT because it is a  
13 corporation with its principal place of business is located in San Francisco, in the State of  
14 California, LYFT is authorized to do business in the State of California and registered with the  
15 California Secretary of State. LYFT has its primary place of business in San Francisco and  
16 intentionally avails itself of the benefits and protection of California law such that the exercise of  
17 jurisdiction over it by the California courts is consistent with traditional notions of fair play and  
18 substantial justice. And, LYFT's user agreement states, “this Agreement shall be governed by the  
19 laws of the State of California....” Damages in this case exceed \$25,000.

20       49. Venue is proper in this Court pursuant to *California Code of Civil Procedure* §395  
21 in that Defendant LYFT resides in and maintains its principal place of business in San Francisco,  
22 San Francisco County, California. Further, LYFT's negligent conduct, its breaches of contract  
23 express, and implied covenants and the conduct giving rise to plaintiff's punitive damages claims,  
24 all occurred in San Francisco.

25       50. All executive decision making of the part of LYFT regarding hiring policies,  
26 handling of complaints regarding drivers, driver termination policies, training of drivers and  
27 standard operating procedures relating to drivers occurred in San Francisco.

28       51. All executive decision making on the part of LYFT regarding its marketing

1 campaigns and representations to passengers regarding its safety occurred in San Francisco.

2 **FIRST CAUSE OF ACTION**

3 **(GENERAL NEGLIGENCE)**

4 52. The preceding paragraphs of this Complaint are incorporated by reference.

5 53. By providing transportation to the general public using its application and network  
6 of drivers, LYFT owed a duty to act with due and reasonable care towards the public and in  
7 particular its own passengers, including Plaintiff.

8 54. LYFT has been on notice that its drivers have been sexually harassing, sexually  
9 assaulting, and raping its passengers since 2015. LYFT was aware or should have been aware that  
10 some LYFT drivers would continue to assault, sexually molest, sexually assault and/or rape their  
11 vulnerable LYFT patrons and passengers.

12 55. Since learning of the sexual assaults perpetrated by its drivers, LYFT never adapted  
13 or improved its safety procedures in any meaningful way.

14 56. LYFT does not require video monitoring of its drivers that cannot be turned off, nor  
15 provide emergency notification to LYFT and the authorities when a driver drastically veers off  
16 course from the passenger's destination or abruptly cancels the ride.

17 57. LYFT is very well aware of the dangers its drivers pose yet induces women like the  
18 Plaintiff to enter LYFT cars while intoxicated. In doing so, LYFT fails to warn of the dangers of  
19 sexual assault by LYFT's drivers.

20 58. LYFT does not require any sexual harassment/assault training of its drivers nor  
21 have any policies in place for immediate termination if a driver engages in sexual misconduct.

22 59. LYFT does not cooperate with the police when a driver commits an illegal sexual  
23 attack on its passengers. Despite having the express right to disclose driver information at  
24 LYFT's sole discretion, LYFT requires that extensive standards be met before the company will  
25 even consider law enforcement requests for information. Even after a report of sexual assault has  
26 been made, LYFT generally requires a subpoena before it will release information. Of hundreds  
27 of law enforcement requests for information in 2017, the company fully complied with only a  
28 fraction. LYFT's policy of noncooperation discourages police agencies from making

1 recommendations to District Attorney's offices to file complaints against LYFT drivers, and  
2 provides LYFT's predatory drivers with tacit assurance that their illegal attacks will not be  
3 detected by law enforcement.

4       60.     When hiring new drivers, LYFT does not verify driver identities with biometric  
5 background checks. LYFT does not correct for false negatives created by its name-based  
6 screening procedures. LYFT does not provide industry-standard background checks which would  
7 provide the most comprehensive means of screening applicant drivers. LYFT does not invest in  
8 continuous monitoring of its drivers and is not immediately alerted when one of its drivers is  
9 implicated in criminal acts.

10       61.     LYFT cultivates an environment that encourages its passengers to ignore signs of  
11 danger.

12       62.     LYFT does not have a streamlined process to address passenger reports of sexual  
13 assault by its drivers and continues to let dangerous predators drive for and earn money for LYFT.

14       63.     For the above reasons and others, LYFT breached its duty of reasonable care  
15 towards Plaintiff.

16       64.     LYFT's breach was the legal cause of Plaintiff's sexual assault and battery, which  
17 humiliated, degraded, violated, and robbed Plaintiff of her dignity and personal safety. The attack  
18 on Plaintiff caused Plaintiff to suffer both psychological and physical harm from which she may  
19 never fully recover.

20       65.     As a direct and legal cause of LYFT's general negligence, Plaintiff has suffered  
21 damages, both economic and general, non-economic damages according to proof.

## 22                    **SECOND CAUSE OF ACTION**

### 23                    **(NEGLIGENT HIRING, SUPERVISION, AND RETENTION)**

24       66.     The preceding paragraphs of this Complaint are incorporated by reference.

25       67.     Defendant LYFT and DOES 1 through 50, inclusive hired the LYFT DRIVER.

26       68.     LYFT's hiring of the LYFT DRIVER was mostly automated, after the LYFT  
27 DRIVER merely filled out some short forms online, uploaded photos of a driver's license, vehicle  
28 registration and proof of vehicle insurance.

1       69.    At the time LYFT DRIVER applied to drive for LYFT, LYFT was not performing  
2 adequate background checks for its drivers. After minimal information was provided to LYFT,  
3 LYFT DRIVER was hired and engaged as a LYFT driver.

4       70.    LYFT did not interview, check the references of, provide training to, or advise  
5 LYFT DRIVER of any anti-sexual assault policies when hiring him. LYFT had no reasonable  
6 basis for believing that LYFT DRIVER was fit to drive intoxicated women around at night and  
7 failed to use reasonable care in determining whether he was fit for the task. LYFT should have  
8 known of LYFT DRIVER's unfitness but failed to use reasonable care to discover his unfitness  
9 and incompetence.

10      71.    Despite failing to reasonably endeavor to investigate LYFT DRIVER's  
11 incompetence for transporting vulnerable and intoxicated women late at night in a moving vehicle,  
12 LYFT employed LYFT DRIVER.

13      72.    LYFT knew or should have known that assigning the task of transporting  
14 vulnerable passengers late at night to an inadequately screened driver created an unreasonable risk  
15 of harm to LYFT's passengers, including Plaintiff, particularly when LYFT had been on notice of  
16 the string of sexual assaults committed by LYFT's drivers.

17      73.    The LYFT DRIVER was and/or became unfit to perform the work for which he  
18 was HIRED as he improperly and illegally took advantage of LYFT's passenger Plaintiff when she  
19 attempted to use the service for a safe ride to her destination after drinking, thereby causing her  
20 psychological and physical harm.

21      74.    Because of LYFT DRIVER's unfitness to perform the task of transporting Plaintiff,  
22 Plaintiff was sexually assaulted and battered, which humiliated, degraded, violated, and robbed  
23 Plaintiff of her dignity and personal safety.

24      75.    LYFT's and DOES 1 through 50's, inclusive, negligence in hiring, retaining, and/or  
25 supervising caused Plaintiff's sexual assault and battery, which humiliated, degraded, violated, and  
26 robbed Plaintiff of her dignity and personal safety. The attack on Plaintiff caused Plaintiff to  
27 suffer both psychological and physical harm from which she may never fully recover.

28      76.    As a direct and legal result of LYFT's general negligence, Plaintiff has suffered

1 damages, both economic and general, non-economic damages according to proof.

2 **THIRD CAUSE OF ACTION**

3 **(LYFT - COMMON CARRIER NEGLIGENCE)**

4 77. The preceding paragraphs of this Complaint are incorporated by reference.

5 78. At the time of the Plaintiff was sexually assaulted and battered, LYFT was a  
6 common carrier as it provided transportation to the general public.

7 79. LYFT provides transportation through a digital application made available to the  
8 general public for the purpose of transporting its users, the passengers, from place to place for  
9 profit. LYFT has widely offered its services to the general public and charges standard fees for its  
10 services through its application. LYFT does not allow discrimination against passengers on the  
11 basis of race, color, national origin, religion, gender, gender identity, physical or mental disability,  
12 medical condition, marital status, age, or sexual orientation. Any member of the public can use  
13 LYFT's services for transportation.

14 80. As a common carrier, LYFT must carry its passengers, including Plaintiff, safely.

15 81. LYFT has a duty to employ the utmost degree of care and diligence that would be  
16 expected of a very cautious company. LYFT has a duty to do all that human care, vigilance, and  
17 foresight reasonably can do under the circumstances to avoid harm to passengers, including  
18 Plaintiff.

19 82. LYFT must use reasonable skill to provide everything necessary for safe  
20 transportation, in view of the transportation used and the practical operation of the business.

21 83. Despite complaints to LYFT of sexual assaults committed by LYFT drivers and  
22 lawsuits against LYFT for sexual assault, LYFT has failed to implement safety precautions that  
23 would address the sexual assault problem.

24 84. LYFT does not provide a consistent and reliable way for passengers to report  
25 sexual abuse and rape.

26 85. LYFT does not warn passengers of the dangers of riding with LYFT and fails to  
27 warn passengers of past complaints regarding LYFT drivers.

28 86. LYFT does not have an effective program in place to deal with the sexual predator

1 crisis posed by some of its drivers.

2 87. LYFT knows that its female passengers are in a uniquely vulnerable situation  
3 enclosed in a moving vehicle and that a subset of its drivers are sexual predators.

4 88. LYFT has not exercised reasonable care to protect its passengers from harassment,  
5 assault, and rape by LYFT's drivers.

6 89. LYFT has not exercised the utmost degree of care in order to protect its passengers  
7 from the danger posed by sexual predators who drive for LYFT. If LYFT had used the highest  
8 degree of care, LYFT could have prevented or dramatically reduced the likelihood of the sexual  
9 assault of its passengers, including Plaintiff.

10 90. LYFT failed to safely transport Plaintiff.

11 91. LYFT failed to use the utmost care and vigilance to protect Plaintiff from its own  
12 driver who sexually assaulted and battered Plaintiff while she was being transported by LYFT.

13 92. LYFT failed to take reasonable precautions to protect its vulnerable female  
14 passengers, including Plaintiff, from the foreseeable and known risk of sexual assault, harassment  
15 and/or rape by its drivers. If LYFT had used the highest degree of care, LYFT could have  
16 prevented or reduced the likelihood of the sexual assault of its passengers, including Plaintiff.

17 93. As a legal and direct result of the aforementioned conduct and omission of  
18 Defendants LYFT and DOES 1 through 50, inclusive, Plaintiff was sexually assaulted and battered  
19 which humiliated, degraded, violated, and robbed Plaintiff of her dignity and personal safety. The  
20 attack on Plaintiff caused Plaintiff to suffer both psychological and physical harm from which she  
21 may never fully recover.

22 94. As a direct and legal result of LYFT's negligence, Plaintiff has suffered damages,  
23 both economic and general, non-economic damages according to proof.

24 ///

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**FOURTH CAUSE OF ACTION**  
**(NEGLIGENT FAILURE TO WARN)**

95. The preceding paragraphs of this Complaint are incorporated by reference.

4 96. LYFT's conduct created a risk of physical or emotional harm to its passengers,  
5 including Plaintiff.

6        97.      In operating its business, LYFT knew and had reason to know that its passengers  
7      were at risk of sexual assault and abuse by LYFT's drivers since as early as 2015. Since 2015,  
8      LYFT has received frequent passenger complaints about driver misbehavior, has been notified of  
9      police investigations of the criminal conduct of drivers acting within their capacity as LYFT  
10     drivers, and has been the subject of numerous civil suits alleging the sexual harassment and sexual  
11     assault of LYFT's passengers by LYFT's drivers.

12       98.     Despite the knowledge of the danger its enterprise creates, LYFT did not alert its  
13 passengers, including Plaintiff, to the risk of sexual assault by LYFT drivers. In fact, LYFT  
14 continued to market itself as a service that provides “safe” rides, even to unaccompanied and/or  
15 intoxicated passengers.

16        99.      In February 2015, LYFT’s website posted a blog post announcing it had partnered  
17 with It’s On Us, an anti-sexual assault initiative, and offered free ride credits for new Lyft  
18 passengers during the Spring Break season, “making it easier to get a safe ride home even if  
19 you’re in a new city.” In November 2016, LYFT’s website posted a blog post entitled “Get Home  
20 Safely with Lyft,” again touting its partnership with It’s On Us and offering college students free  
21 LYFT rides so that they “don’t need to worry about finding a safe ride after going out.” The  
22 insinuation of these articles is that LYFT prevents, and does not create, the risk of sexual assault.  
23 Nowhere on LYFT’s website does LYFT discuss the occurrence or risk of sexual assault by  
24 LYFT’s drivers.

25 100. LYFT itself represented to its passengers that riding with LYFT is safe, implying  
26 it's free of risk from sexual assault.

27       101.   Defendant LYFT had reason to know that passengers would be unaware of the risk  
28 of sexual assault by LYFT drivers.

1       102. A warning to its passengers that they were at risk of sexual assault by LYFT drivers  
2 would have reduced the risk of harm to passengers, including Plaintiff, who could have arranged  
3 for alternative transportation or taken additional safety precautions and avoided the assault she  
4 suffered at the hands of her Lyft driver.

5       103. As a direct and legal result of Defendant LYFT's failure to warn, Plaintiff has  
6 suffered damages, both economic and general, non-economic damages according to proof.

7       **VICARIOUS LIABILITY/LIABILITY FOR THE TORTS OF LYFT'S DRIVERS**

8       104. Plaintiff incorporates by reference the preceding paragraphs.

9       105. LYFT is vicariously liable for the torts of its drivers through the theories of  
10 *respondeat superior*, nondelegable duties, agency, and ostensible agency. LYFT's liability for the  
11 acts of its drivers is not contingent upon the classification of its drivers as employees.

12       106. Under the doctrine of *respondeat superior*, LYFT is responsible for the torts of its  
13 employees committed within the scope of employment. The modern rationale for the theory is  
14 that an employer who profits from an enterprise which, through the torts of his employees, causes  
15 harm to others should bear the costs of the injury instead of the innocent injured plaintiff.

16       107. LYFT profits from transporting vulnerable passengers late at night. LYFT  
17 encourages intoxicated passengers to use its services. At the same time, LYFT does not take  
18 reasonable steps to protect its passengers or warn them of the dangers of riding with LYFT.  
19 LYFT, and not the victims of LYFT's negligence, should bear the costs of injuries that result from  
20 torts such as sexual assault, kidnapping, and rape.

21       108. LYFT drivers are employees. LYFT reserves the right to control the activities of  
22 LYFT drivers. LYFT controls the prices charged to customers, controls contact with the customer  
23 base, controls the ability of a driver to see where he will be driving before he accepts a ride, and  
24 reserves the right to terminate drivers with or without cause.

25       109. LYFT DRIVER's sexual assault and battery of Plaintiff occurred within the scope  
26 of the LYFT DRIVER's employment and/or authority. The kidnapping, assault and rape of  
27 intoxicated and unaccompanied women who have been placed in improperly screened LYFT  
28 drivers' cars with little to no supervision is incidental to and a foreseeable result of the act of

1 transporting passengers.

2 110. LYFT may maintain that its drivers are contractors and not employees.  
3 Nevertheless, whether the LYFT drivers are characterized as contractors, employees or agents,  
4 LYFT has a non-delegable duty to transport its passengers safely.

5 111. The doctrine of nondelegable duty recognizes when one party owes a duty to  
6 another which, for public policy reasons, cannot be delegated. It operates to ensure that when a  
7 harm occurs the injured party will be compensated by the party whose activity caused the harm  
8 and who may therefore properly be held liable for the acts of his agent, whether the agent was an  
9 employee or an independent contractor. The doctrine recognizes that an entity may not delegate  
10 its duties to a contractor in order to evade its own responsibilities. This is especially so when  
11 allowing delegation would incentivize the employers to hire incompetent contractors in order to  
12 further the employer's pecuniary interests.<sup>1</sup>

13 112. In advertising to passengers that LYFT provides them a safe ride to their  
14 destinations and by profiting off of women who use LYFT for that very purpose and are attacked,  
15 LYFT has a duty to its passengers that cannot be delegated. To allow LYFT to delegate the  
16 liability for the assaults by its drivers to anyone else would encourage LYFT to continue to utilize  
17 the cheapest, fastest, and most haphazard safety procedures. LYFT would be disincentivized from  
18 hiring only competent drivers, since the more drivers LYFT has, the more money LYFT makes.

19 113. Further, LYFT drivers act as agents of and operate as extensions of LYFT. LYFT  
20 drivers represent LYFT's business and further LYFT's pecuniary interests.

21 114. LYFT drivers display the LYFT logo when interacting with passengers, and in  
22 many cases LYFT drivers are the only people with whom LYFT's passengers have direct contact.  
23 LYFT drivers provide the service that LYFT claims to provide – transportation.

24 115. By allowing LYFT drivers to represent LYFT's business, LYFT creates the

25  
26 <sup>1</sup> See, for example, Barry v. Raskov, 232 Cal. App. 3d 447, 454 (Ct. App. 1991), where the court  
27 recognized that allowing a broker to delegate the liability for the fraudulent torts of its contractor  
28 property appraiser would incentivize the broker to hire potentially insolvent contractors, to the  
detriment of the public.

1 impression that its drivers, including LYFT DRIVER, were LYFT's employees and/or agents.

2 116. Plaintiff reasonably believed that LYFT DRIVER was an employee or agent of  
3 LYFT, and, relying on this belief, hired LYFT DRIVER and suffered harm as a result of her  
4 contact with LYFT DRIVER.

5 117. For these reasons and others, LYFT is vicariously liable for the tortious acts of its  
6 drivers, regardless of whether LYFT's drivers are employees, agents, apparent agents, or  
7 contractors of LYFT.

8 **FIFTH CAUSE OF ACTION**

9 **(VICARIOUS LIABILITY FOR SEXUAL ASSAULT)**

10 118. The preceding paragraphs of this Complaint are re-alleged and incorporated by  
11 reference.

12 119. At the time of the Plaintiff's sexual assault and battery, the LYFT DRIVER  
13 intended to cause harmful and offensive contact with Plaintiff, and placed Plaintiff in reasonable  
14 apprehension of imminent harmful and offensive contact. He intentionally and recklessly did acts  
15 which placed Plaintiff in apprehension of imminent harm, including but not limited to: pushing his  
16 hand between Plaintiff's legs, pulling her underwear out of the way, and touching her genitalia  
17 without her consent.

18 120. As a result, Plaintiff was sexually assaulted, which humiliated, degraded, violated,  
19 and robbed Plaintiff of her dignity and personal safety. The attack on Plaintiff caused Plaintiff to  
20 suffer both psychological and physical harm from which she may never fully recover.

21 121. LYFT DRIVER committed these tortious and wrongful acts while acting in the  
22 course and scope of his employment with LYFT as an employee/agent of LYFT. Therefore,  
23 LYFT is liable for LYFT DRIVER's assault of Plaintiff and is responsible for damages caused by  
24 said conduct under the principles of vicarious liability, including the doctrine of *respondeat  
superior*. Even if LYFT DRIVER had not been an employee, LYFT's duty to provide  
25 transportation free of assault is nondelegable and LYFT is liable for LYFT DRIVER's actions,  
26 because to allow LYFT to delegate its duty of providing the safe transportation it promises would  
27 incentivize LYFT to create a greater risk of harm to the public.

122. Under the theories of *respondeat superior*, nondelegable duty, agency, and ostensible agency, LYFT is liable for the tortious acts of LYFT DRIVER.

123. As a legal result of LYFT DRIVER's sexual assault Plaintiff has suffered economic and general, non-economic damages according to proof.

## **SIXTH CAUSE OF ACTION**

## **(VICARIOUS LIABILITY FOR SEXUAL BATTERY)**

124. The preceding paragraphs of this Complaint are re-alleged and incorporated by reference.

125. LYFT DRIVER made harmful and offensive contact with the Plaintiff. Plaintiff did not consent to the contact. Plaintiff was harmed and offended by LYFT DRIVER's contact with her. LYFT DRIVER intentionally and recklessly did acts which resulted in harmful contact with Plaintiff's person, including but not limited to: pushing his hand between Plaintiff's legs, pulling her underwear out of the way, and touching her genitalia without her consent.

126. As a result of LYFT and LYFT DRIVER's sexual battery which occurred while in the course and scope of the LYFT DRIVER's employment, Plaintiff was sexually battered, which humiliated, degraded, violated, and robbed Plaintiff of her dignity and personal safety. The depraved attack on Plaintiff caused Plaintiff to suffer both psychological and physical harm from which she may never fully recover.

127. As a legal result of LYFT's Sexual Battery, Plaintiff has suffered damages, both economic and general, non-economic damages according to proof.

128. LYFT is vicariously liable for the torts of its driver under the theory of *respondeat superior*, the nondelegable duty doctrine, agency, and ostensible agency.

## SEVENTH CAUSE OF ACTION

### (INTENTIONAL MISREPRESENTATION)

129. The preceding paragraphs of this Complaint are re-alleged and incorporated by reference.

130. At the time of the Plaintiff's sexual assault and battery, Plaintiff had downloaded the LYFT application and had an account with LYFT.

1       131. LYFT represented to Plaintiff and the general public that safety was LYFT's top  
2 priority and it was LYFT's goal to make every ride safe, comfortable, and reliable. At the same  
3 time, LYFT already knew that a number of its drivers had preyed on vulnerable female passengers  
4 by sexually molesting, assaulting and/or raping them.

5 132. LYFT made intentional misrepresentations of fact to Plaintiff known by Defendant  
6 to be false including the false statement that Defendant would provide Plaintiff with a safe ride to  
7 her destination.

8       133. LYFT made these intentional misrepresentations of material fact in order to induce  
9 young women, including Plaintiff, into using LYFT's services.

10 134. LYFT made these representations to Plaintiff and the general public despite  
11 knowing that it had chosen not to take the measures necessary to provide a safe ride to her  
12 destination, and that, as a result, continued sexual assault of its passengers by its drivers was a  
13 foreseeable occurrence. LYFT made these representations in order to induce women like the  
14 Plaintiff into using LYFT's services and to derive profit from women like Plaintiff.

15        135. In getting into the LYFT ordered by her friend, Plaintiff reasonably relied on  
16 LYFT's representations that it would get her safely home.

17        136. In trusting and relying on LYFT's representations, Plaintiff was placed in a  
18 uniquely vulnerable position that was taken advantage of by LYFT's employee LYFT DRIVER  
19 who sexually assaulted and battered Plaintiff against her will.

20        137. As a legal result of LYFT's intentional misrepresentation, Plaintiff was sexually  
21 assaulted and battered which humiliated, degraded, violated, and robbed Plaintiff of her dignity  
22 and personal safety. The depraved attack on Plaintiff caused Plaintiff to suffer both psychological  
23 and physical harm from which she may never fully recover.

24 138. As a legal result of LYFT's intentional misrepresentation, Plaintiff has suffered  
25 damages, both economic and general, non-economic damages according to proof.

## **EIGHT CAUSE OF ACTION**

## **(NEGLIGENCE MISREPRESENTATION)**

28 || 139. The preceding paragraphs of this Complaint are re-alleged and incorporated by

1 reference.

2 140. LYFT represented to Plaintiff and the general public that safety is LYFT's top  
3 priority and it is LYFT's goal to make every ride safe, comfortable, and reliable. At the time of  
4 the assault alleged herein, LYFT knew that a number of its drivers had previously preyed on  
5 vulnerable female passengers by sexually molesting, assaulting and/or raping them.

6 141. LYFT continued to represent that its services were safe in order to further LYFT's  
7 own pecuniary interests.

8 142. In representing to intoxicated and vulnerable passengers that its services were safe,  
9 LYFT had a duty to provide correct and accurate information about the actual safety of its  
10 services.

11 143. LYFT knew or should have known that it could not provide the safe ride that it  
12 represented it could.

13 144. Knowing of the incidence of sexual assault of its passengers by its drivers and  
14 knowing that LYFT had not implemented adequate precautions, LYFT had no reasonable grounds  
15 for believing that it could provide Plaintiff and other similarly vulnerable female passengers a safe  
16 ride home as represented.

17 145. In getting into the LYFT ordered by her friend, Plaintiff reasonably relied on  
18 LYFT's representations that it would get her safely home.

19 146. In trusting and relying on LYFT's representations, Plaintiff was placed in a  
20 uniquely vulnerable position that was taken advantage of by LYFT's employee, LYFT DRIVER,  
21 who sexually assaulted and battered Plaintiff against her will.

22 147. As a legal result of Defendant LYFT's aforementioned conduct, Plaintiff was  
23 sexually assaulted and battered, which humiliated, degraded, violated, and robbed Plaintiff of her  
24 dignity and personal safety. The depraved attack on Plaintiff caused Plaintiff to suffer both  
25 psychological and physical harm from which she may never fully recover.

26 148. As a legal result of LYFT's Negligent Misrepresentation, Plaintiff has suffered  
27 damages, both economic and general, non-economic damages according to proof.

## **NINTH CAUSE OF ACTION**

**(NEGLIGENT INFILCTION OF EMOTIONAL DISTRESS)**

149. Plaintiff hereby incorporates by reference the preceding causes of action and factual allegations.

150. For several years prior to the sexual assault and battery of Plaintiff by a LYFT driver, LYFT was fully aware that other female passengers had been sexually assaulted and raped by LYFT drivers. Since 2015, LYFT has received frequent passenger complaints about driver misbehavior, has been notified of police investigations of the criminal conduct of drivers acting within their capacity as LYFT drivers, and has been the subject of numerous civil suits alleging the sexual harassment and sexual assault of LYFT's passengers by LYFT's drivers.

151. LYFT made a conscious decision not to implement procedures that would effectively screen its drivers and monitor its drivers in order to identify and terminate drivers who were sexual predators.

152. Safety precautions such as enhanced background checks, biometric fingerprinting, job interviews, electronic monitoring systems, warnings to passengers of the dangers of being attacked by LYFT drivers, and cooperation with law enforcement when a driver attacks a passenger would have cost LYFT money and reputational damage. Because of this, LYFT decided not to implement such precautions and instead continues to place its passengers at greater risk of kidnapping, sexual assault, rape, and forcible sodomy by LYFT's own drivers.

153. Additional safety precautions that LYFT chose not to make include but are not limited to: ongoing monitoring of LYFT through available technology including cameras and GPS; a zero tolerance policy for drivers who deviate from expected behavior by leaving the vehicle with passengers, or by deviating substantially from the assigned route; a zero-tolerance program for sexual assault and guidelines mandating immediate termination; creating and instituting a system encouraging customer reporting; and adequate monitoring of customer complaints by well-trained and effective customer service representatives. LYFT chose not to implement such precautions.

154. In failing to take these and other safety precautions designed to protect female

1 passengers from sexual predators driving for LYFT, LYFT breached its duty of reasonable care,  
2 negligently inflicting emotional harm, and acted recklessly and in conscious disregard of the safety  
3 of its female passengers.

4 155. As a direct and legal result of LYFT's negligent infliction of emotional distress,  
5 Plaintiff has suffered damages, both economic and general, non-economic damages according to  
6 proof.

7 **TENTH CAUSE OF ACTION**  
8 **(BREACH OF CONTRACT)**

9 156. Plaintiff hereby incorporates by reference all the preceding allegations.  
10 Plaintiff entered into a contract with LYFT. The essence of this commercial transaction was the  
11 payment of a fee to LYFT in exchange for safe and reasonable transportation to her destination.

12 157. As a result of the conduct, acts and omissions set forth above, LYFT breached its  
13 contract with Plaintiff, including breaching implied covenants which would be inherent in such a  
14 contract.

15 158. As a legal result of LYFT's Breach of Contract, plaintiff has suffered damages,  
16 both economic and general, non-economic damages according to proof.

17 **ELEVENTH CAUSE OF ACTION**  
18 **(PUNITIVE DAMAGES)**

19 159. The preceding paragraphs of this Complaint are re-alleged and incorporated by  
20 reference.

21 160. As stated above, LYFT knew that it faced an ongoing problem of sexual predators  
22 driving for LYFT and assaulting its passengers. As early as 2015 LYFT knew that its drivers were  
23 sexually assaulting female passengers. Since 2015, LYFT has received frequent passenger  
24 complaints about driver sexual misconduct, including sexual assault and rape, it has been notified  
25 of police investigations of the criminal sexual conduct of drivers acting within their capacity as  
26 LYFT drivers, and it has been the subject of numerous civil suits alleging the sexual harassment  
27 and sexual assault of LYFT's passengers by LYFT's drivers.

28 161. Nevertheless, even though LYFT was fully aware of its sexual predator problem it

failed to take safety precautions to protect its passengers.

162. Safety precautions such as enhanced background checks, biometric fingerprinting, job interviews, electronic monitoring systems, warnings to passengers of the dangers of being attacked by LYFT drivers, and cooperation with law enforcement when a driver attacks a passenger would have cost LYFT money and reputational damage. Because of this, LYFT decided not to implement such precautions and instead has continued to place its passengers at greater risk of kidnapping, sexual assault, rape, and forcible sodomy by LYFT's own drivers.

163. As such LYFT acted recklessly and in knowing, conscious disregard of the safety of its passengers and the public safety.

164. As a legal result of the aforementioned negligent, reckless and grossly negligent conduct of Defendants LYFT and DOES 1 through 50, inclusive, Plaintiff was sexually assaulted, which humiliated, degraded, violated, and robbed Plaintiff of her dignity and personal safety.

165. As a result of her sexual assault, Plaintiff suffered serious emotional distress.

166. As a result of LYFT's misconduct as stated above, Plaintiff prays for exemplary damages to punish LYFT for its misconduct and to deter future misconduct.

## PRAYER FOR RELIEF

WHEREFORE, Plaintiff prays judgment against all Defendants as follows:

18        1.      For general damages (also known as non-economic damages), including but not  
19 limited to, past and future pain and suffering, in an amount in excess of the jurisdictional  
20 minimum, according to proof;

21       2. For special damages (also known as economic damages), including but not limited  
22 to past and future hospital, medical, professional, and incidental expenses as well as past and  
23 future loss of earnings, loss of opportunity, and loss of earning capacity, in excess of the  
24 jurisdictional minimum, according to proof;

3. For exemplary and punitive damages according to proof;

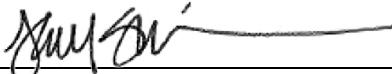
4. For prejudgment interest, according to proof;

111

1           5. For costs of suit incurred herein, according to proof;  
2           6. For such other and further relief as the Court may deem just and proper.  
3

4 DATED: August 8, 2019

LEVIN SIMES ABRAMS LLP

5 By:   
6

7           Laurel L. Simes  
8           Attorneys for Plaintiff

9

10           **DEMAND FOR JURY TRIAL**

11           Plaintiff hereby demands a trial by jury as to all causes of action.

12 DATED: August 8, 2019

13 LEVIN SIMES ABRAMS LLP

14 By:   
15

16           Laurel L. Simes  
17           Attorneys for Plaintiff